TOSHIBA

Leading Innovation

USER'S MANUAL

CANVIO®

PERSONAL CLOUD

English

593730-A0
07/12

Toshiba Canvio® Personal Cloud

Thank you for choosing the Toshiba Canvio® Personal Cloud.

Our creative marketing and technical engineering teams have worked diligently to make this product easy-to-use by anyone. We invite you to share your Canvio® Personal Cloud experiences with family and friends.

This device will transform the way you manage and share music, videos, photos, and files.

Here are the features and benefits:

- upload and share your music, video, photos and files with your family and friends at anytime and from anywhere;
- add or change each user or group to allow access to all, several, or a few files;
- use your PC to access and work on your files that are saved on the Canvio® Personal Cloud;
- reduce the amount of storage space used on your PC;
- listen to music and view favorite videos on a smartphone, tablet, or Smart TV;
- and create a backup and restore digital media, files, folders, or entire PC.

Take a few minutes to read through the User's Manual. It will guide you through the setup and features.

If you need more information on other operations, which are not found in this documentation, please visit Toshiba's customer service center at http://www.toshibastorage.com/personalcloud.

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Safety Precautions

This section lists important precautions which users of our product(s) (and anyone else) should observe in order to avoid injury and damage to property, and to ensure safe and correct use of our products. Please be sure that you understand the meanings of the labels and graphic symbols described below before you move on to the detailed descriptions of the precautions, and comply with the precautions stated.

Explanation of Labels

⚠DANGER	⚠WARNING	⚠CAUTION	*NOTICE*
Indicates a hazardous situation which, if not avoided, will result in death or serious injury[1].	Indicates a hazardous situation which, if not avoided, could result in death or serious injury[1].	Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury[2].	Indicates practices that may cause property damage[3] and other problems, but not personal injury

1. Serious injury includes blindness, wounds, burns (low and high temperature), electric shock, fractures, and poisoning, etc. with long-lasting effects or that require hospitalization and/or long-term hospital visits for treatment.

2. Minor or moderate injury includes wounds, burns, electric shock, etc. not requiring hospitalization and/or long-term hospital visits for treatment.

3. Property damage means damage to customer or third party machines and equipment.

Explanation of Graphic Symbols

Prohibited	**Instructions**
Indicates prohibited actions.	Indicates actions that must be undertaken for safety purposes.

⚠WARNING	
Prohibited	**Do not leave parts such as plastic covers and electrical plug within the reach of children and pets.** Misuse of the part including, without limitation, accidental swallowing the part may cause choking and suffocation resulting in death or serious injury. If you suspect a part has been swallowed, immediately take appropriate emergency action and consult a doctor.
Prohibited	**Do not attempt to connect or disconnect a power plug with wet hands.** **Do not place heavy objects on the Canvio® Personal Cloud or power cable/cord.** **Do not bend, twist, splice or alter the power cable/cord.** **Do not place the Canvio® Personal Cloud or the power cable/cord near a heat source.** Doing so may result in fire or electric shock, possibly resulting in serious injury.

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Prohibited	**Do not disassemble, analyze, reverse-engineer, alter, modify, translate or copy the Canvio® Personal Cloud, or remove its cover.** These actions will void the product warranty and may cause a fire or electric shock, possibly resulting in serious injury.
Prohibited	**Do not allow any liquids or metal objects such as screws, staples or paper clips to enter the Canvio® Personal Cloud.** Foreign objects may create a short circuit, which may cause product damage and fire, possibly resulting in serious injury.
Prohibited	**Do not use it in wet or outside conditions.** This may cause a fire or electric shock, possibly resulting in serious injury.
Prohibited	**Do not plug the AC adaptor into a power source that does not correspond to the voltage, current and the frequency specified on the regulatory label of the unit.** An overload on the socket and/or AC adaptor may cause a fire or electric shock, possibly resulting in serious injury.
Prohibited	**Do not pull on the power cable/cord to remove a plug from a socket. Always grasp the plug directly.** Pulling a power cable/cord may cause fracture resulting in a fire or electric shock and serious injury.
Instructions	**If the Product produces an odor, overheats or smokes, immediately turn off the device and disconnect the power cord from the outlet.** Failure to do so may result in fire, damage to the Canvio® Personal Cloud and/or personal injury including burns and electric shock. **Do not use the Canvio® Personal Cloud again.** Please contact the store from which you purchased it.
Instructions	**Avoid extended contact between the Canvio® Personal Cloud and/or AC adaptor and your skin.** The Canvio® Personal Cloud and the AC adaptor may become hot! Avoid prolonged contact to prevent skin irritation and/or heat injury.
Instructions	**Always confirm that the power plug has been fully inserted into the socket, to ensure a secure electrical connection.** An overload on the socket may cause a fire or electric shock, possibly resulting in serious injury.
Instructions	**Always make sure the Canvio® Personal Cloud and AC adaptor have adequate ventilation and are protected from overheating when the AC adaptor is connected to a power outlet.** Inadequate ventilation may cause the Canvio® Personal Cloud and AC adaptor to overheat resulting in a fire or electric shock and serious injury.
Instructions	**If dust gets on the power plug connectors or connector base, turn the power off and disconnect the power plug.** **Then clean the connector and/or connector base with a dry soft cloth.** Failure to do so may cause a fire or electric shock, possibly resulting in serious injury.

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⚠CAUTION	
Prohibited	**Do not place the Canvio® Personal Cloud on a shaky table, uneven, tilted surface or other unstable location.** Canvio® Personal Cloud may fall, causing damage to the CPC or possibly injury.
Prohibited	**Do not use the Canvio® Personal Cloud and the router during a thunderstorm. If you see lightning or hear thunder, immediately turn off the devices to which the Canvio® Personal Cloud is connected, including the router, computer and peripherals, and disconnect the power cord from the outlet.** An electric surge caused by the lightning may result in a system failure, loss of data or damage to the Canvio® Personal Cloud.
Prohibited	**Do not expose it to high or low temperatures or sudden temperature changes.** This may cause condensation, resulting in a system failure, malfunction, loss of data or damage to the Canvio® Personal Cloud.
Prohibited	**Do not move, drop or shake the Canvio® Personal Cloud while it is operating.** This may cause a system failure, malfunction, loss of data or damage to the Canvio® Personal Cloud.
Prohibited	**Do not clean the Canvio® Personal Cloud or any accessories with any chemicals. To clean the outside of the Canvio® Personal Cloud or the accessories, use a dry soft cloth.** Use of chemicals may result in deterioration, deformation or discoloration of those items and the loss of data.
Prohibited	**Do not place the Canvio® Personal Cloud near an object that generates a magnetic field, such as a speaker or TV.** **Do not wear magnetic bracelets while using the Canvio® Personal Cloud.** Exposure to magnetic fields may cause system failure, malfunction or loss of data.
Instructions	**To protect against accidental data loss, back up your data frequently on multiple types of storage media.** Toshiba does not warrant that the use or operation of the Canvio® Personal Cloud will be error free, nor does it warrant that any data stored on the Canvio® Personal Cloud will remain accessible or uncorrupted.
Instructions	**Use only the accessories supplied by the manufacturer.** Failure to do so may result in a system failure, loss of data or damage to the Canvio® Personal Cloud.

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Regulatory Statements

FCC information

FCC notice "Declaration of Conformity Information"
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Note For connection to a computer, use only the cable type provided with, or recommended for, this product. Use of any other cable types, not approved by Toshiba, will be the responsibility of the user and may void the user's authority to operate the equipment.

FCC Conditions

This equipment has been tested and found to comply with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference
(2) This device must accept any interference received, including interference that may cause undesired operation.

Contact

TOSHIBA America Information Systems, Inc.
9740 Irvine Boulevard
Irvine, California 92618-1697
(949) 583-3000

Industry Canada Requirement

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conformé à la norme NMB-003 du Canada.

Environmental Disposal Information

Toshiba recommends that customers dispose of their used computers and peripherals in an environmentally sound manner, in accordance with any local, state or federal regulations. For further information, refer to Toshiba's Reuse and Recycling programs at http://us.toshiba.com/green/reuse-and-recycling.

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RoHS Compatibility

This product is compatible with European Union Directive 2002/95/ EC, Restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS), which restricts use of lead, cadmium, mercury, hexavalent chromium, PBB, and PBDE.

Copyright Statement

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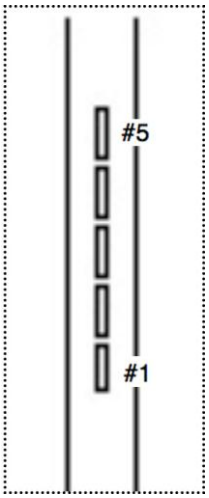
July 2012, Rev 1.0

Hardware Features

Front View

The Canvio® Personal Cloud has a set of LEDs which are used as optical indicators to reflect the available storage capacity and the condition of the Canvio® Personal Cloud.



The LEDs are numbered from #1 to #5 (beginning from the bottom to the top).

Colors

- LEDs #1 thru #4 are white.
- LED #5 is amber.

Power Status

- **On**: LED #1 is steady on
- **Active:** LED #1 flashes on and off with drive activity
- **Low-power (sleep) mode:** LED #1 will flash slowly (1 second on and 2 seconds off)

Filled Storage Capacity (Fill Gauge)

Fill Gauge (range in percentage)	**Corresponding LED(s) lit**
Less than 30%	#1
30% - 50%	#1, #2
50% - 70%	#1, #2, #3
70% - 90%	#1, #2, #3, #4
More than 90%	#1, #2, #3, #4, #5

Timer-controlled HDD Sleep Mode

By default, the Canvio® Personal Cloud Hard Disk Drive (HDD) sleep mode feature is not enabled.

1. To enable this feature, click SETTINGS. (Refer to the To View the Canvio® Personal Cloud Information).
2. Under **ENABLE HDD STANDBY**, move the switch to **ON**.

This will save the power used by the Canvio® Personal Cloud and is a recommended setting if you will not be accessing the device frequently.

After 10 minutes of inactivity, the HDD will enter into sleep mode.

If the device is in sleep mode, it will take up to 30 seconds to wake up and respond to the first request. It will respond normally to subsequent requests, until the next period of 10 minutes of inactivity.

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Back View

① Reset button: This button is used to reset the name of the Canvio® Personal Cloud and the admin password (“admin”) without erasing any data.

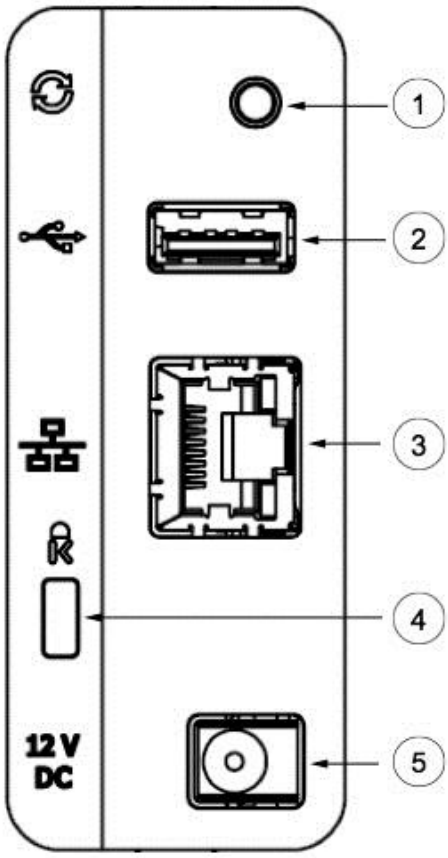
To reset, hold down the reset button for 2 seconds, until the LEDs on the front panel flash.

② USB port: This port is used to connect an external USB disk, USB flash drive, or a USB printer.

③ Ethernet port: This port is used to connect the ethernet cable from your Canvio® Personal Cloud to the network router or switch.

④ Kensington lock slot: This slot can be used with any Kensington-compatible lock to secure the Canvio® Personal Cloud.

⑤ 12V DC: This can only be used with the Toshiba approved and supplied power adapter.



⚠WARNING

Always confirm that the power plug (and extension cable plug, if used) has been fully inserted into the socket, to ensure a secure electrical connection. Failure to do so may result in a fire, electric shock, or serious injury.

Toshiba does not assume any liability for any damage caused by the use of an incompatible adapter.

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Canvio® Personal Cloud

The Canvio® Personal Cloud package contains:

- Canvio® Personal Cloud device
- AC adapter
- Ethernet cable
- Installation software CD
- Quick Start Guide

Note The User Manual can also be found on the Toshiba Service and Support Site at http://www.toshibastorage.com/personalcloud, on the installation software CD, or in the Canvio® Personal Cloud's Public folder.

To Set Up the Canvio® Personal Cloud

1. One end of the ethernet cable is plugged into the Canvio® Personal Cloud. (Refer to the Back of the Canvio® Personal Cloud)
2. The other end of the ethernet cable is plugged into the network router or switch, which is not included in the package, on your network.
3. The AC adapter is plugged into the Canvio® Personal Cloud (Refer to the Back of the Canvio® Personal Cloud). Then, plug the other end into an AC power outlet.
4. You must use a PC equipped with:
   a. an optical or CD-Rom drive, or an internet connection to download the installation software from the Toshiba Service and Support web site at http://www.toshibastorage.com/personalcloud.
   b. access to the network and internet connection. The network connection must be on the same network router or switch that you are using to connect the Canvio® Personal Cloud.
   c. one of the following operating systems must be installed:
      - Microsoft® Windows® XP Service Pack 3 32-bit
      - Windows Vista® 32- or 64-bit
      - Windows® 7 32- or 64-bit (Home Premium, Professional, Ultimate)
   d. one of the following web browsers must be installed:
      - Microsoft® Internet Explorer® 7 or later
      - Mozilla® Firefox® 3 or later
      - Google Chrome™ 13 or later
      - Apple® Safari® 4 or later

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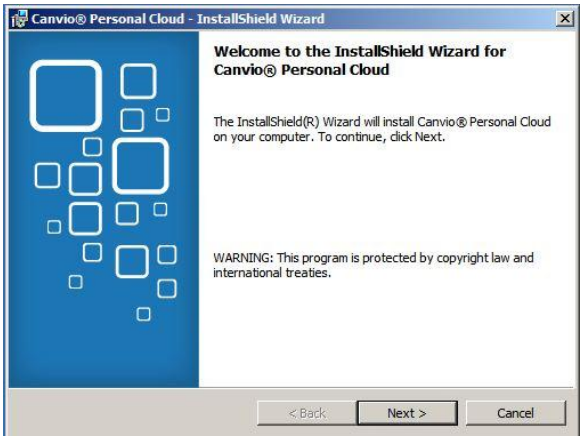
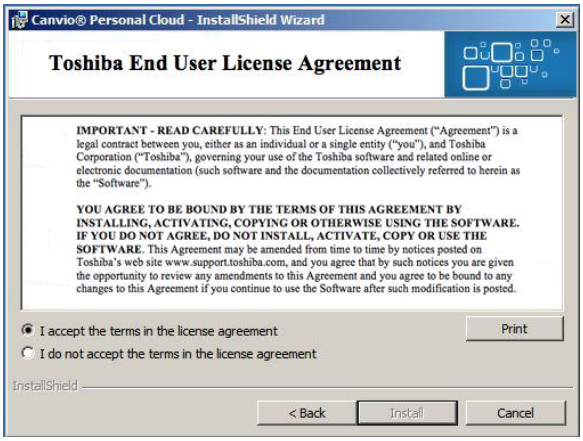
To Install the Canvio® Personal Cloud Software

1. Insert the Installation software CD into the CD-Rom Drive of the PC.

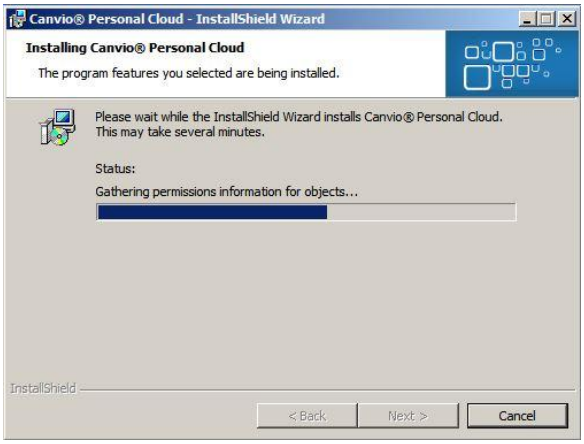
   The InstallShield Wizard will run automatically.


Canvio® Personal Cloud - InstallShield Wizard
Welcome to the InstallShield Wizard for Canvio® Personal Cloud
The InstallShield(R) Wizard will install Canvio® Personal Cloud on your computer. To continue, click Next.
WARNING: This program is protected by copyright law and international treaties.
< Back
Next >
Cancel

2. If it does not, double-click on the CD icon to open the contents. Select the application named **setup.exe**. Then, go to Step 6.
3. If your PC does not have a CD-Rom Drive, open an internet browser and go to Toshiba customer support center at http://www.toshibastorage.com/personalcloud.
4. Download the installer application from this page.
5. Once it is downloaded, follow the instructions to run the application.
6. To continue on to the next setup window, review and accept the **End-User License Agreement** (EULA) and Terms of Service.
7. Click **Install**.


Canvio® Personal Cloud - InstallShield Wizard
Toshiba End User License Agreement
IMPORTANT - READ CAREFULLY: This End User License Agreement ("Agreement") is a legal contract between you, either as an individual or a single entity ("you"), and Toshiba Corporation ("Toshiba"), governing your use of the Toshiba software and related online or electronic documentation (such software and the documentation collectively referred to herein as the "Software").
YOU AGREE TO BE BOUND BY THE TERMS OF THIS AGREEMENT BY INSTALLING, ACTIVATING, COPYING OR OTHERWISE USING THE SOFTWARE. IF YOU DO NOT AGREE, DO NOT INSTALL, ACTIVATE, COPY OR USE THE SOFTWARE. This Agreement may be amended from time to time by notices posted on Toshiba's web site www.support.toshiba.com, and you agree that by such notices you are given the opportunity to review any amendments to this Agreement and you agree to be bound to any changes to this Agreement if you continue to use the Software after such modification is posted.
I accept the terms in the license agreement
I do not accept the terms in the license agreement
Print
InstallShield
< Back
Install
Cancel

8. It will take several minutes to complete the installation.
9. After the installation is complete, click **Next >**.


Canvio® Personal Cloud - InstallShield Wizard
Installing Canvio® Personal Cloud
The program features you selected are being installed.
Please wait while the InstallShield Wizard installs Canvio® Personal Cloud. This may take several minutes.
Status:
Gathering permissions information for objects...
InstallShield
< Back
Next >
Cancel

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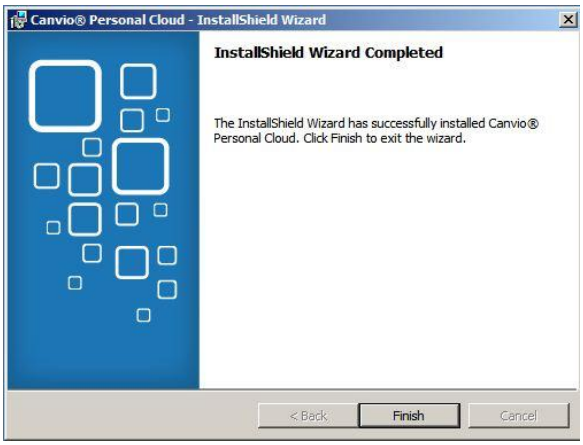
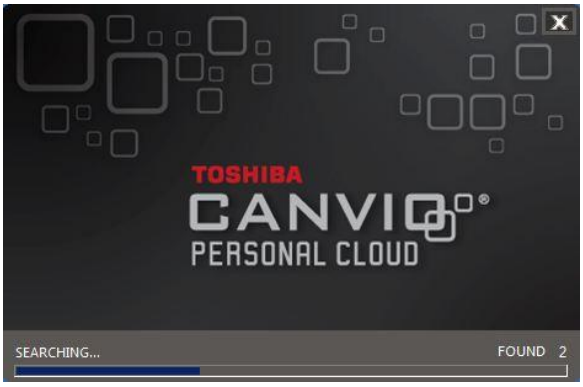
10. When the installation is successful, a message will appear.
11. To exit the InstallShield Wizard and to continue, click **Finish**.


Canvio® Personal Cloud - InstallShield Wizard
InstallShield Wizard Completed
The InstallShield Wizard has successfully installed Canvio® Personal Cloud. Click Finish to exit the wizard.
< Back
Finish
Cancel

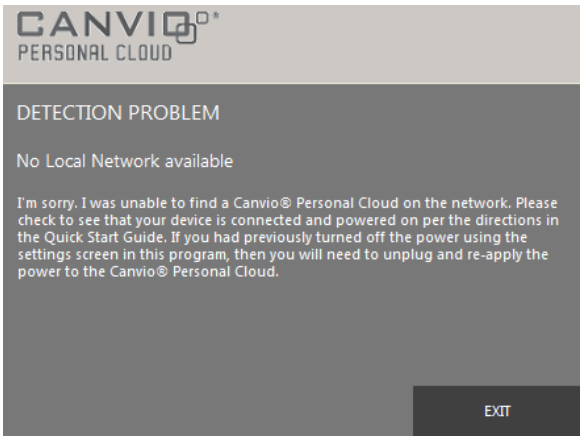
Your PC will search the network to find the Canvio® Personal Cloud.



Once the device is found, the name of the Canvio® Personal Cloud will appear.

1. Click **NEXT** (If there is only one Canvio® Personal Cloud on your network, then this step will happen automatically).

2. If your PC cannot find the Canvio® Personal Cloud on the network, the following message will appear.
3. To resolve the issue and proceed with configuring the device, click **EXIT** and follow the instructions on the window.


CANVIO®
PERSONAL CLOUD
DETECTION PROBLEM
No Local Network available
I'm sorry. I was unable to find a Canvio® Personal Cloud on the network. Please check to see that your device is connected and powered on per the directions in the Quick Start Guide. If you had previously turned off the power using the settings screen in this program, then you will need to unplug and re-apply the power to the Canvio® Personal Cloud.
EXIT

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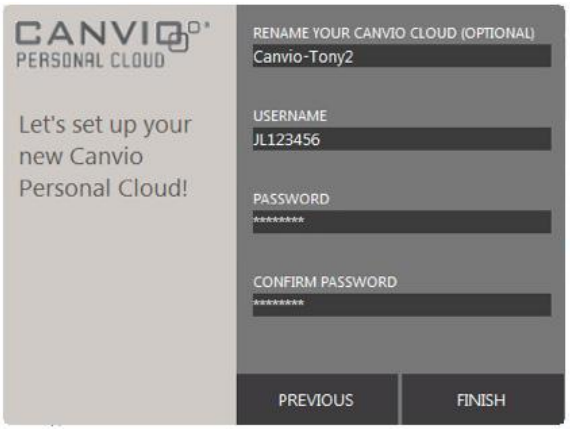
Then, continue to setup the Canvio® Personal Cloud.



1. In this window, you can rename your device. *For example, John's Cloud.*
2. Enter a USERNAME (**required**). *For example, JohnSmith, JohnS, etc.*
3. Enter a PASSWORD that you can remember. You will need to enter this password to access your device from the same PC, another PC, or a mobile device. *For example, CJS1112*.

Note The USERNAME and PASSWORD are case sensitive.

- USERNAME must be between 3 and 32 alphanumeric characters long with a leading character [A – Z] or [a – z].
- PASSWORD must be between 6 and 16 characters long.

Do not use punctuation marks or spaces.

4. To confirm the password, enter it again.
5. Click **FINISH.**

This will complete the installation of the Canvio® Personal Cloud Software.

A demonstration video will automatically play to show the advantages of the Canvio® Personal Cloud and how to use it and take advantage of its many features.

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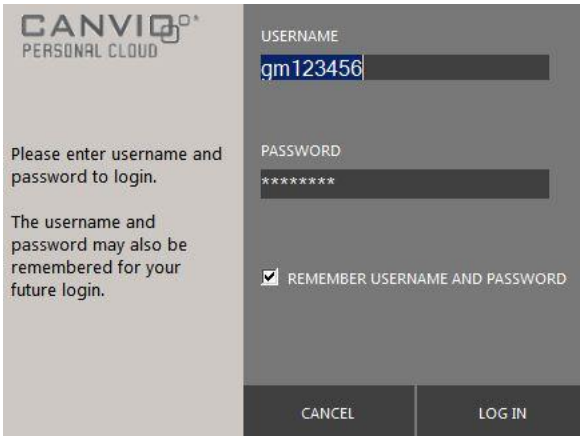
Software Features

Canvio® Home

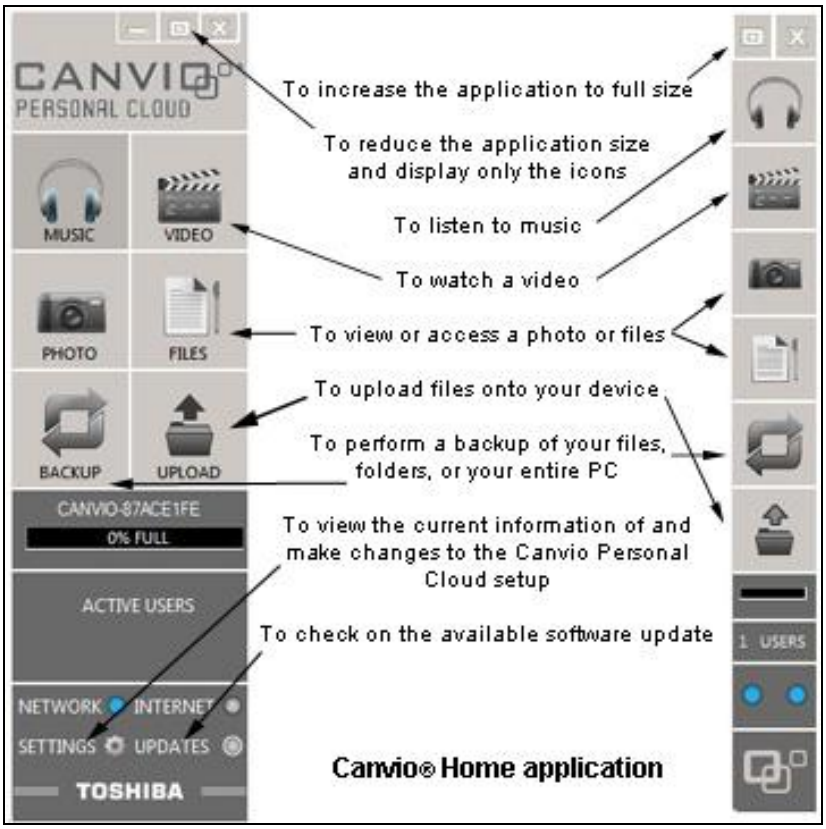
Canvio® Home icon

Once the installation has been completed, the Canvio® Home icon will appear on the desktop, the Start menu, and the taskbar.

1. To access the music, video, photo, and files on your Canvio® Personal Cloud, double-click the Canvio® Home icon.
2. Enter your USERNAME and PASSWORD at the login window.



3. To have the program remember your login information so that you will not need to enter it again in the future, select the box. It is recommended that you only do this on your personal computer and NOT on any publicly accessible computers.
4. Click **LOG IN**.
5. The Canvio® Home application will appear.
6. From the Canvio® Home application, you can click one of the following icons:



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Music, Video, Photo, and Files

To Upload Files

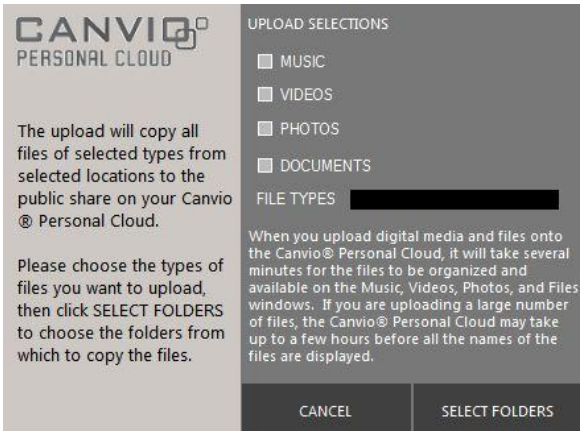
1. Click the UPLOAD icon.

   A window will appear with a list of file types, including MUSIC, VIDEOS, and PHOTOS.

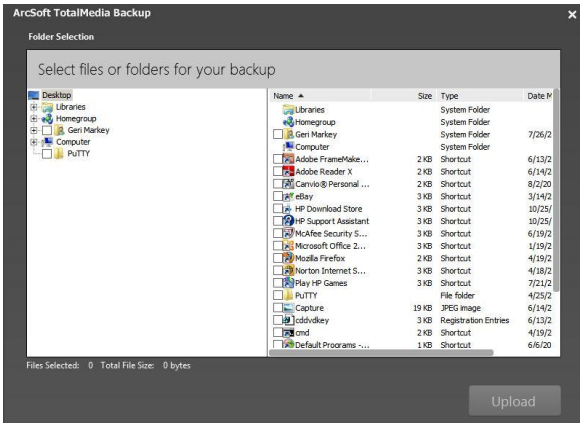
2. Select the corresponding box next to each type of file that you want to upload to the device.

3. To include specific files, select the box for DOCUMENTS. Then, enter the file extension.

   For example, enter .dwg, .pdf, .ai, etc.

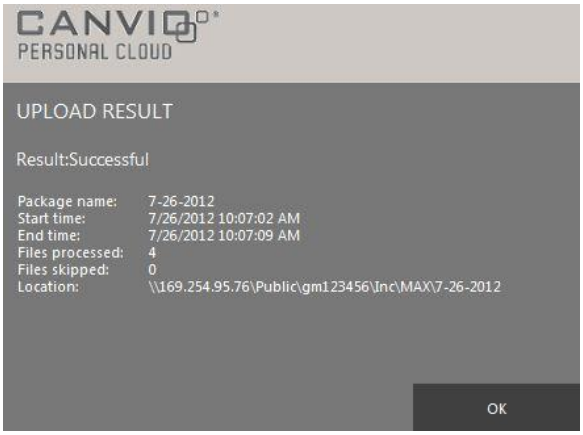

CANVIO
PERSONAL CLOUD
The upload will copy all files of selected types from selected locations to the public share on your Canvio ® Personal Cloud.
Please choose the types of files you want to upload, then click SELECT FOLDERS to choose the folders from which to copy the files.
UPLOAD SELECTIONS
MUSIC
VIDEOS
PHOTOS
DOCUMENTS
FILE TYPES
When you upload digital media and files onto the Canvio® Personal Cloud, it will take several minutes for the files to be organized and available on the Music, Videos, Photos, and Files windows. If you are uploading a large number of files, the Canvio® Personal Cloud may take up to a few hours before all the names of the files are displayed.
CANCEL
SELECT FOLDERS

4. To select specific folders from which to upload these file types, click **SELECT FOLDERS.**
5. Select the boxes next to the folders from which you want to upload files onto the Canvio® Personal Cloud
6. To confirm, click **UPLOAD**.



Note It is recommended that you "SELECT FOLDERS". If you do not select specific folders, then all the selected file types will be uploaded.

7. The Canvio® Personal Cloud software will begin to search your PC for the file types which you have selected.
8. It will make copies of the files onto the device so that they can be shared with other users.
9. After the files have been uploaded, an **UPLOAD RESULT** window will appear.
10. To exit, click **OK**.



Note When you upload digital media and files onto the Canvio® Personal Cloud, it will take several minutes for the files to be organized and available on the MUSIC, VIDEOS, PHOTOS, AND FILES window.

If you are uploading a large number of files, the Canvio® Personal Cloud may take up to a few hours before all the names of the files are displayed.

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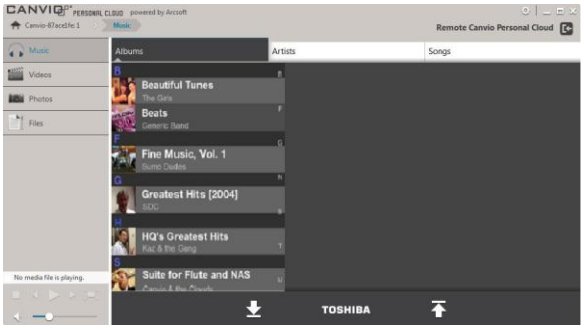
To Listen to Music

1. Click the MUSIC icon.
    1. To listen to an entire album, click the name from the Album list.
    2. To listen to an artist, click the name from the Artists list.
    3. To listen to a song, click the name from the Songs list.
2. Click the play button.
3. To exit, click the “X” button.



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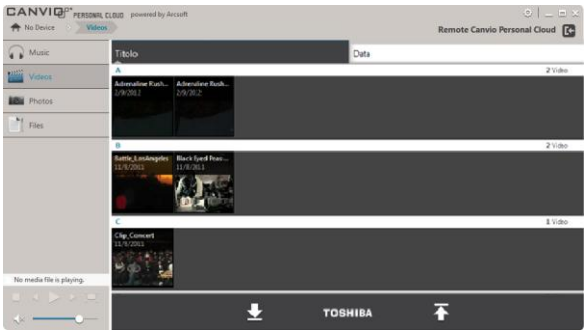
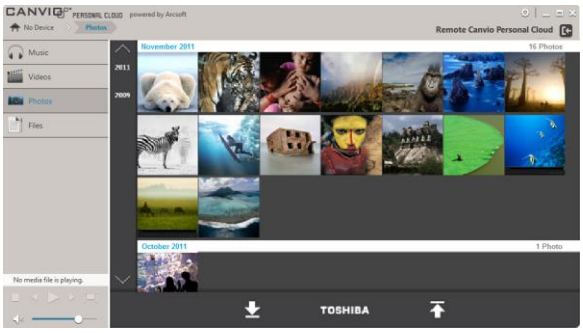
To Watch a Video

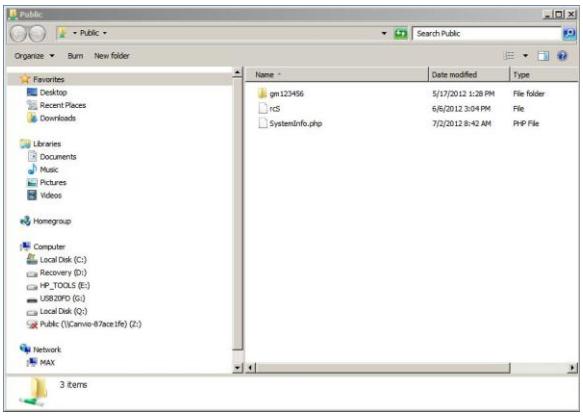
1. Click the VIDEO icon.
2. To watch a video, click the name of the video from the Title or Date list.
3. Click the play button.
4. To exit, click the “X” button.



To View or Access a Photo or Files

1. To view or access a photo or files, click the PHOTO or FILES icon.
2. Select the name of the photo or files from the list.
3. To exit, click the “X” button.





System Backup

The Canvio® Personal Cloud software includes a SystemSave™ feature that allows you to create a bootable rescue media, backup your entire PC, and manage the backups which you created.

You can use the bootable rescue media to restore your PC to its original condition if there is a major issue with your PC including a hard drive failure. Therefore, the first important step is to create the bootable rescue media prior to performing a system backup.

The complete system backup can be used to restore Windows, programs, system settings, and files in case of a system malfunction or failure.

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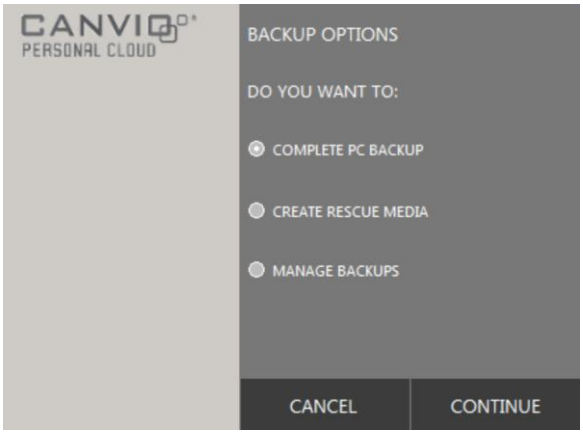
To Create a Rescue Media

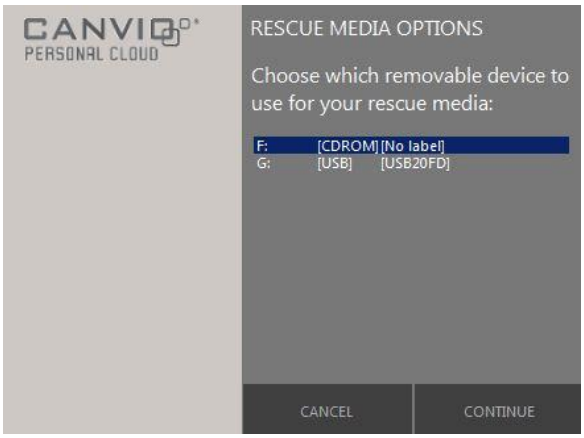
1. From the Canvio® Home application, click the BACKUP icon.
2. Select **CREATE RESCUE MEDIA**.



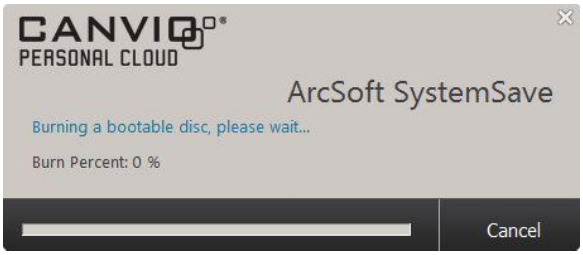
3. Select the removable device to use for your rescue media.

> **Note** You can use either a USB Flash Drive or USB Hard Drive; or a Compact Disc-Recordable (CD-R).

4. Click **CONTINUE**.



5. Please wait while the bootable rescue media is created.



6. After the rescue media is created, a RESCUE MEDIA CREATION REPORT window will appear.
7. To exit, click **OK**.

> **Note** It is important to keep the rescue media in a safe place.

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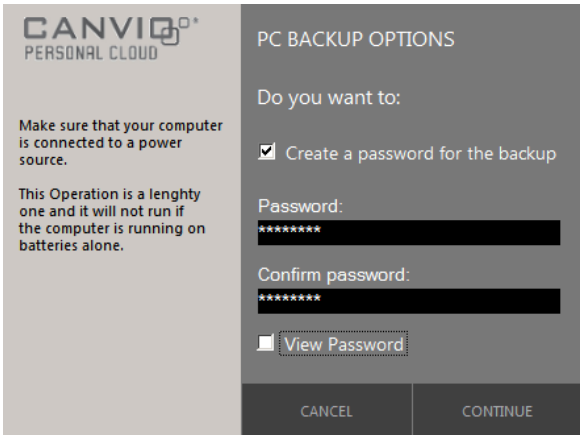
If there was an issue with creating the rescue media, the following **RESCUE MEDIA CREATION REPORT** window will appear.

8. To resolve the issue and exit, click **OK**.
9. Repeat Steps 1 to 7.

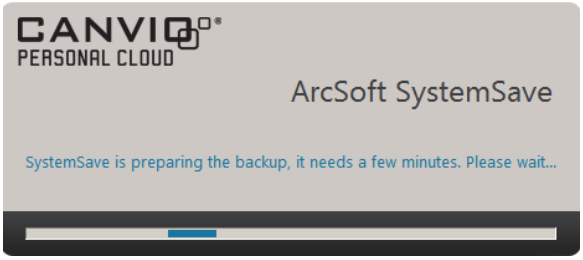
To Perform a Complete System Backup (PC)

1. From the Canvio® Home application, click the BACKUP icon.
2. Select **COMPLETE PC BACKUP**.
3. Click **CONTINUE.**
4. A window will appear with **PC BACKUP OPTIONS.**
   a. To **Create a PASSWORD for the backup,** select the box.
   b. Enter a PASSWORD.

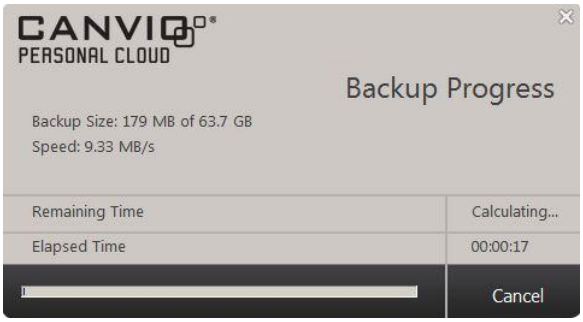


Note	The password (maximum length: 16 characters) can be numbers, symbols, and mixed-case letters .

   c. To view the password, select the box.
   d. Click **CONTINUE.**
   e. Please wait while it prepares to backup.



5. A Backup Progress window will display the Backup Size, Speed, Remaining and Elapsed Time.



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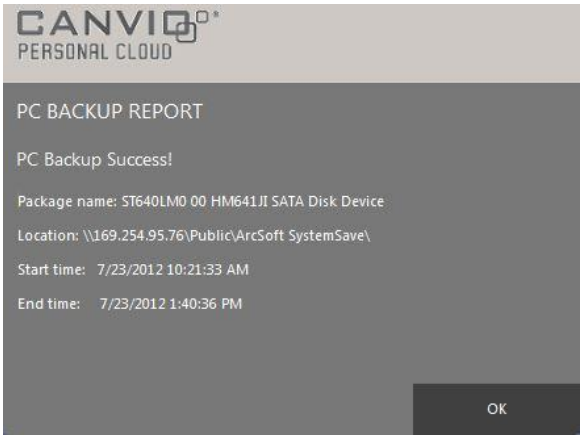
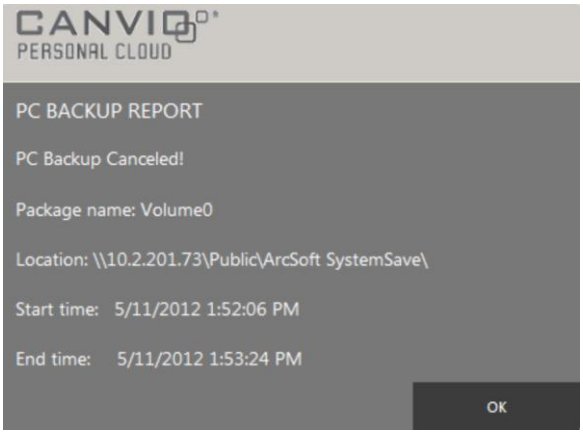
6. When the backup process is completed, a PC BACKUP REPORT will appear.



7. To stop the backup, click **Cancel** on the Backup Progress window.
8. A message will appear "**This will cancel the current backup. Continue?**"
9. To completely cancel the process, click **Yes**.
10. A **PC BACKUP REPORT** window will appear.
11. To exit, click **OK.**



To Perform a System Backup (Mac)

Mac notebooks and desktop computers (Mac OS® X) use Apple Time Machine® to perform hourly backups for the 24 hours, daily backups for the past month, and weekly backups for all previous months

Note The oldest backups are deleted when your disk becomes full.

Verify that the Mac is connected to the same local area (share) network (LAN) as the Canvio® Personal Cloud, and that the device is visible in the Chooser.

1. Open Time Machine by clicking the icon found on the Menu Bar or Dock
2. (Optional) Select **Time Machine** found under > **Systems Preferences**.
3. Click **Select Disk** and find the Canvio® Personal Cloud in the list of drives.
4. Select the device.
5. Select **Backup Now.**

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To select files and folders

1. **Open up Time Machine,** click **Option…**
2. Select the file(s) and folder(s) from the list to leave out from the backup procedure.

To perform a Backup while on battery power

Check the box to prevent losing any important data or tasks when the battery life runs out.

To receive notification when an old backup is deleted

Select **Notify after old backups are deleted.**

Note The oldest backups are deleted when the assigned storage space on the Canvio® Personal Cloud becomes full.

To Allow Automatic Backups

Select **ON.**

To Stop Automatic Backups

Select **OFF.**

To Perform a Manual Backup

Select **Backup Now.**

To Restore the System from the Backup (PC)

If your PC hard drive stops functioning, use the **SystemSave** to restore it.

1. Replace the hard drive in your PC with a new, blank hard drive following the manufacturer's instructions..
2. Verify that the capacity of the new drive is large enough to hold all of the used capacity of the old hard drive. The program will check for the available space on the replacement hard drive.
3. Place the rescue media (CD or USB Drive) into the corresponding slot of the PC.
4. Double check that the system is plugged into the same network as the Canvio® Personal Cloud to which the system was backed up.
5. Turn on the system power and allow the system to boot using the rescue media.
6. The PC will find the saved backup image on the Canvio® Personal Cloud.

   Note If there is more than one saved system image, choose the correct image from the list.

7. Before the system image is downloaded to the PC, the program will check for the available space on the replacement hard drive.
8. After the available space has been verified, the download process will begin. The reinstalling may take up to several hours.

To Restore a Backup (MAC)

1. Select **Time Machine**
2. Select **Enter Time Machine**
3. Scroll to view the Backup List by TimeLine.
4. Select the File(s), Folder(s), or System.
5. Select **Restore**.
6. Choose one of the following actions: **Keep Original**, **Keep Both**, or **Replace.**

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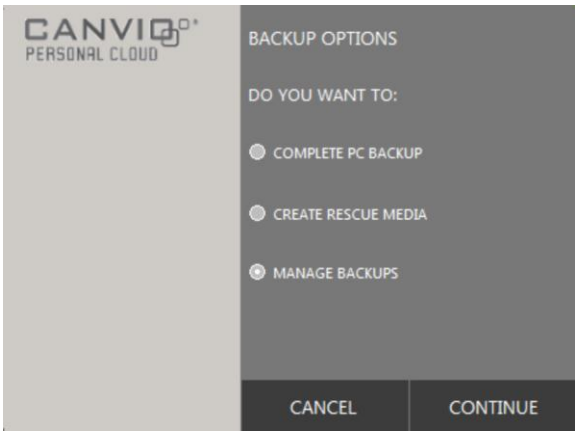
Note Regardless of the contents on the hard drive and how it is partitioned, the backup and restore feature will copy and produce the same format as the existing hard drive.

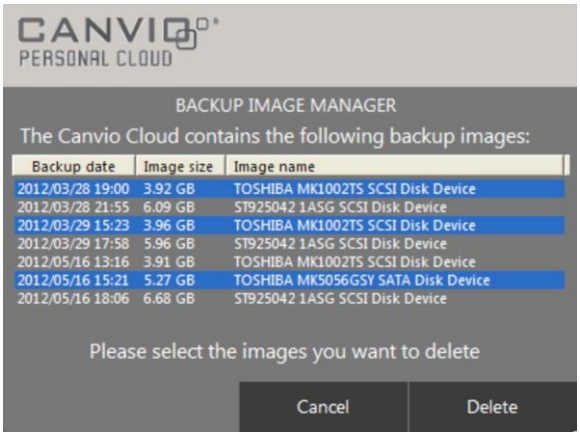
To Delete a Backup (PC)

Backup file(s), folder(s) – its entire contents, and system(s) can be deleted from the Backup Image Manager List.

1. Click the **BACKUP** icon.
2. Select **MANAGE BACKUPS**.
3. Click **CONTINUE**.



4. Select the backup image from the **BACKUP IMAGE MANAGER** list, which you would like to delete.
5. To confirm the removal of the backup file(s), folder(s), and/or system(s), click **Delete**.


CANVIO
PERSONAL CLOUD
BACKUP IMAGE MANAGER
The Canvio Cloud contains the following backup images:
Backup date | Image size | Image name
2012/03/28 19:00 3.92 GB TOSHIBA MK1002TS SCSI Disk Device
2012/03/28 21:55 6.09 GB ST925042 1ASG SCSI Disk Device
2012/03/29 15:23 3.96 GB TOSHIBA MK1002TS SCSI Disk Device
2012/03/29 17:58 5.96 GB ST925042 1ASG SCSI Disk Device
2012/05/16 13:16 3.91 GB TOSHIBA MK1002TS SCSI Disk Device
2012/05/16 15:21 5.27 GB TOSHIBA MK5056GSY SATA Disk Device
2012/05/16 18:06 6.68 GB ST925042 1ASG SCSI Disk Device
Please select the images you want to delete
Cancel
Delete

To Delete a Backup (MAC)

Backup file(s), folder(s) – entire contents, and system(s) can be deleted from the Backup List.

1. Select **Time Machine.**
2. Select **Enter Time Machine.**
3. Scroll to view the backup list by TimeLine.
4. Select the file(s), folder(s), or system.
5. Select **Delete** to confirm the removal of the backup file(s), folder(s), and/or system(s).

Note A message will appear on the screen if the following is missing:

- backup location is missing
- cache changed files
- resume backup when backup location is connected

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Settings

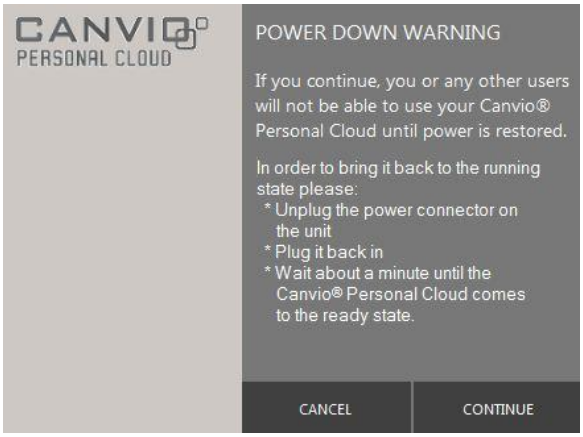
In the Settings window, you can view the current information of and make changes to the Canvio® Personal Cloud setup.

To View the Canvio® Personal Cloud Information

1. Click **SETTINGS** on the Canvio® Home application.
2. The following information and features are displayed:
   - a drop-down menu with a list of Canvio® Personal Cloud(s) on the network from which you can select
   - a switch to **ENABLE REMOTE ACCESS**
   - a **PIN** that is required for remote access to the device
   - a switch to **ENABLE HDD STANDBY**
   - the **CANVIO PERSONAL CLOUD POWER** switch
   - the **Canvio® Home** version
   - the **ADD USER** icon
   - the **MANAGE USERS** list
   - the **ADD SHARE** icon
   - **MANAGE SHARES** (area) list
   - the **PROGRAM VERSIONS** button
   - the **ADVANCED** button

To Power On and Off

1. When the switch is moved to power down the **Canvio® Personal Cloud Power**, a POWER DOWN WARNING message will appear.
2. To confirm, click **CONTINUE**.


CANVIO
PERSONAL CLOUD
POWER DOWN WARNING
If you continue, you or any other users will not be able to use your Canvio® Personal Cloud until power is restored.
In order to bring it back to the running state please:
* Unplug the power connector on the unit
* Plug it back in
* Wait about a minute until the Canvio® Personal Cloud comes to the ready state.
CANCEL
CONTINUE

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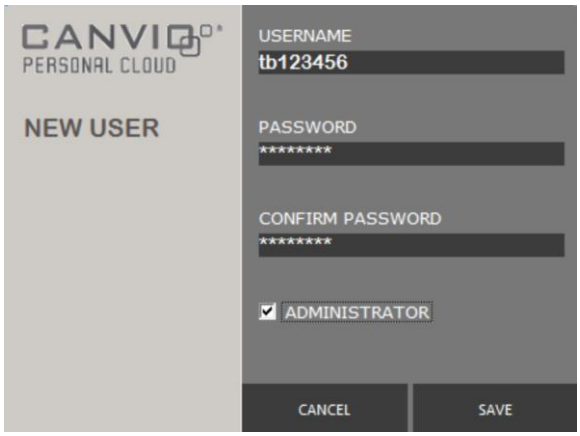
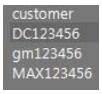
To Add a New User

1. Click the ADD USER icon.
2. Enter a USERNAME.
3. Enter a PASSWORD.
4. To confirm, enter the same PASSWORD.
5. To make a user an administrator of the device, select the check box.

   These rights will allow a user to add or change an area (share) and make changes to the Canvio® Personal Cloud settings.
6. To confirm, click **SAVE**.
7. A message will appear that a user has been successfully added.

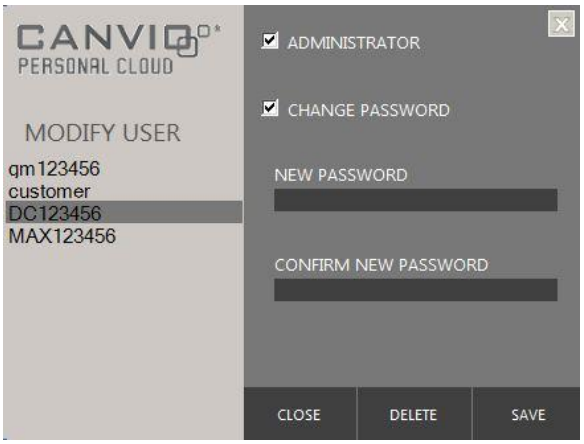


To Change a User's Password and Grant the User Administrator Rights

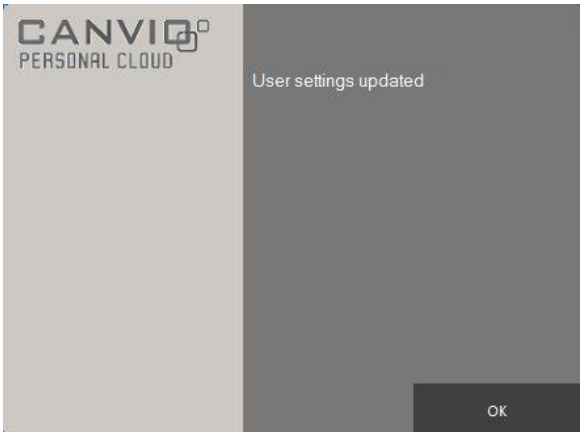


MANAGE USERS list

1. Double-click the name of the user from the MANAGE USERS list.
2. A MODIFY USER window will appear.
3. To make a user an administrator of the device, select the box.
4. To change a user's password, enter and confirm a new PASSWORD for the user.
5. To confirm, click **SAVE**.



6. A message will appear to confirm the changes.
7. To exit, click **CLOSE**.



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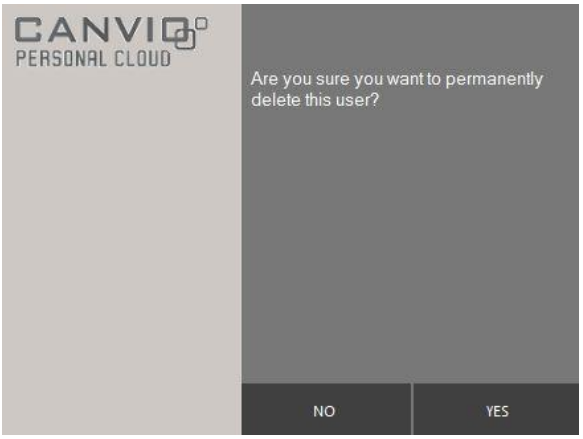
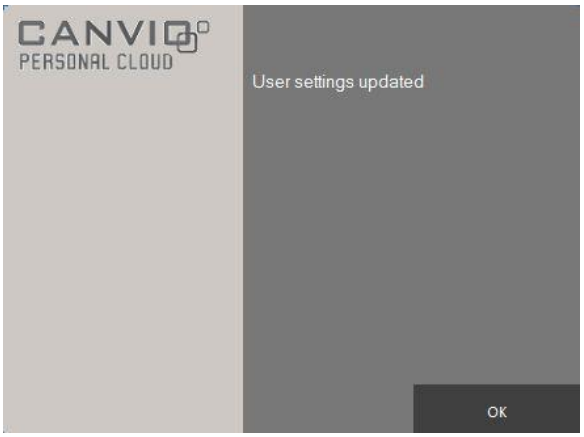
To Delete a User

1. Double-click the name of the user from the **MANAGE USERS** list.
2. The USERS window will appear.
3. To remove the user from the list, click **DELETE**.
4. To confirm the changes, click **YES**.



8. A message will appear to confirm the change.
9. To exit, click **OK**.



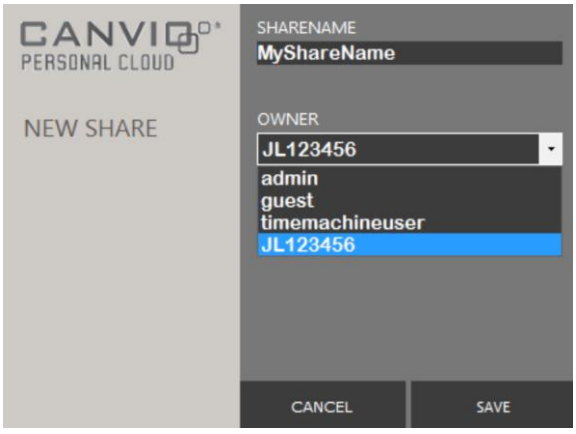
To Create a Public or Private Share (Area)

You can create a share (area) in the Canvio® Personal Cloud. In the share, you can store files that are accessible only to a single user or a selected group of users.

To create a share (area), the user must have administrator rights. (Refer to To Change a User's Password and Grant the User Administrator Rights).

1. Click the ADD SHARE icon.
2. Enter a NEW SHARE name.
3. Select the user who will have access to the share.

   If there is more than one user, select the name from the OWNER drop-down menu.
4. To confirm, click **SAVE**.



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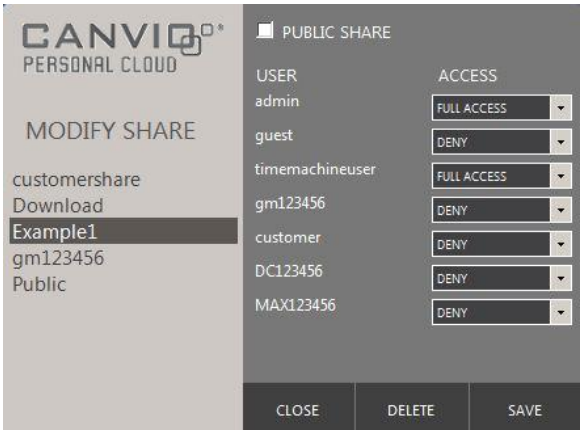
To Modify an Existing Public or Private Share (Area)

MANAGE SHARES list

1. Select the name from the MANAGE SHARES list.
2. To make the share available to every user on the list, select the **PUBLIC SHARE** box.
3. If you want to select the type of access that the user will have to the share (area), select the type of access from the drop-down menu: DENY, READ ONLY, FULL ACCESS.
4. To delete a share, select it from the list. Then, click **DELETE.**
5. To confirm the changes, click **SAVE.**
6. To verify the changes, click **YES**.
7. To exit, click **CLOSE**.

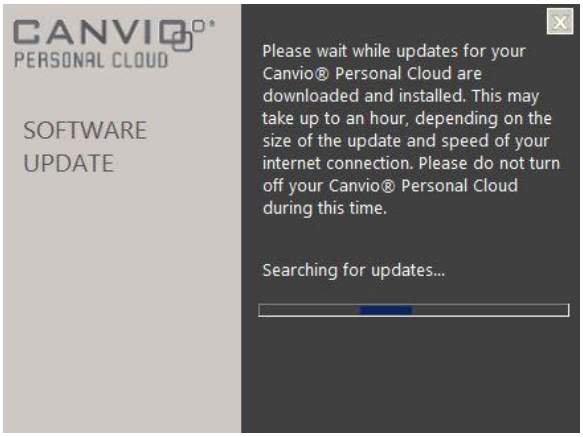


Canvio® Personal Cloud Updates and Versions

To Check on Available Updates

1. Click the Canvio® Home icon.
2. If a software update is available, the blue light next to UPDATES will flash.
3. To update the Canvio® Personal Cloud software, click **UPDATES.**
4. You will be asked if you want to download and install the new updates.

   It may take a long time to complete the update depending on the speed of your internet connection and the size of the update.


CANVIO
PERSONAL CLOUD
SOFTWARE
UPDATE
Please wait while updates for your Canvio® Personal Cloud are downloaded and installed. This may take up to an hour, depending on the size of the update and speed of your internet connection. Please do not turn off your Canvio® Personal Cloud during this time.
Searching for updates...

   Make sure that you allow enough time for this process to complete.

5. After the update has been installed, the Canvio® Home will automatically restart.

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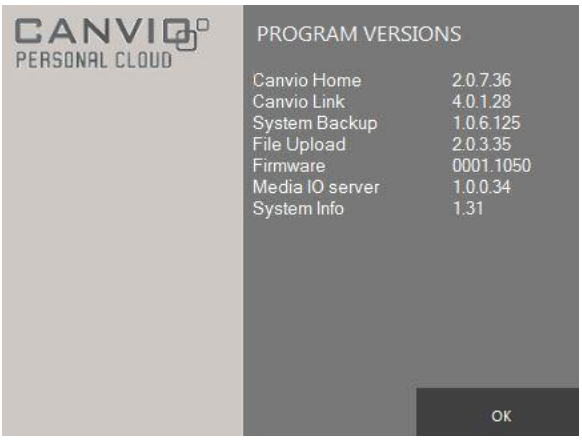
PROGRAM VERSIONS

To View the Program Versions

1. Click the Canvio® Home icon.
2. Click **SETTINGS.**
3. Click **PROGRAM VERSIONS**.
4. To exit, click **OK**.



Advanced Operations

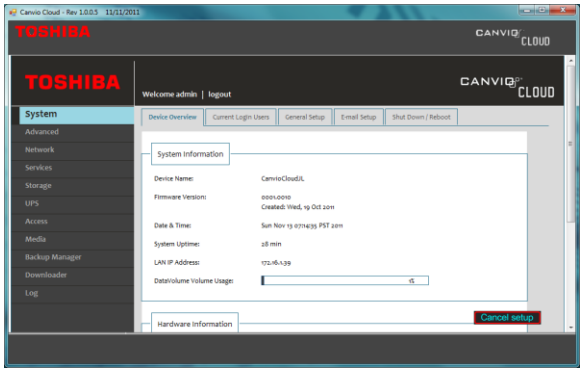
The **Advanced Operations** feature allows advanced users to configure the Advanced options of Canvio® Personal Cloud in more detailed ways that most users will not need.

We have included the basic functions that most users will need in the Canvio® Home application.

Advanced Setup

In the **Advanced Setup** feature, additional options are available to manage the device setup:

- **System**
- **Advanced**
- **Network**
- **Services**
- **Storage**
- **Access**
- **Media**
- **Log**
- **Printers**

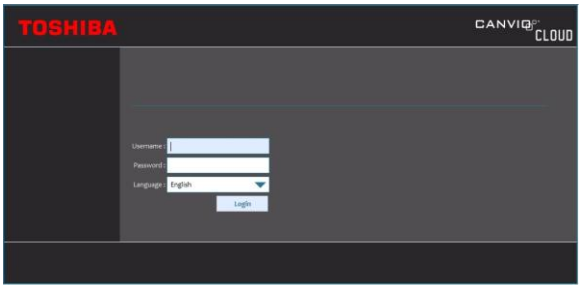


To Log into Advanced Options

ADVANCED

1. From the SETTINGS window, click **ADVANCED.**
2. Enter the **Username** and **Password.**
3. Click **Login.**

   This will bring you into the Advanced window.



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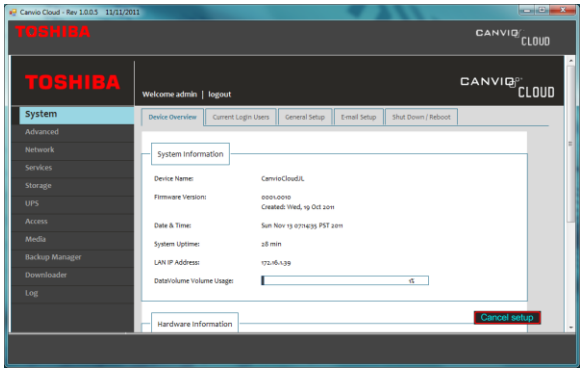
System

The System window displays the system and hardware device information, the current users logged into the device, the current device setup, and the email notification setup.

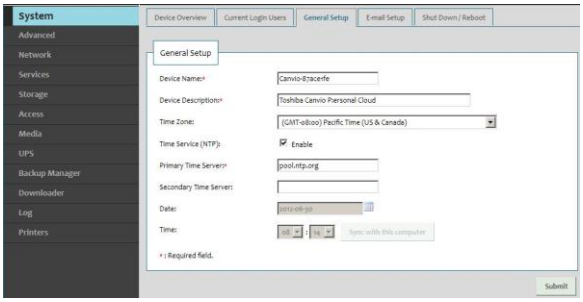


Device Overview

General Login Users

In the **General Setup** window, you can make changes to the device name, its description, the date and time zone and stamp.

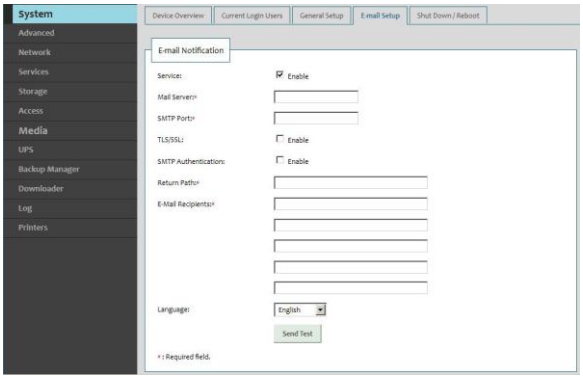
To confirm, click **Submit**.



General Setup

In the **E-mail Setup** window, you can make changes to the notification, **Mail Server, SMTP Port**, **Return Path, E-mail Recipients**, **TLS/SSL,** and **SMTP Authentication.**

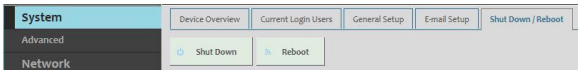
1. To send an email notification test, click **Send Test**.
2. To confirm any change, click **Submit**.



E-mail Setup

In the **Shut Down/Reboot** window, you can power down or reboot the device.

As courtesy, please notify all users to your device of “a scheduled maintenance” so that it does not interrupt any file access, which they may have in progress.



Shut Down/Reboot

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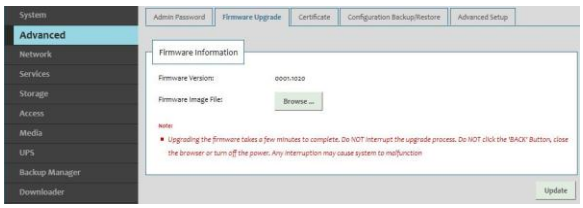
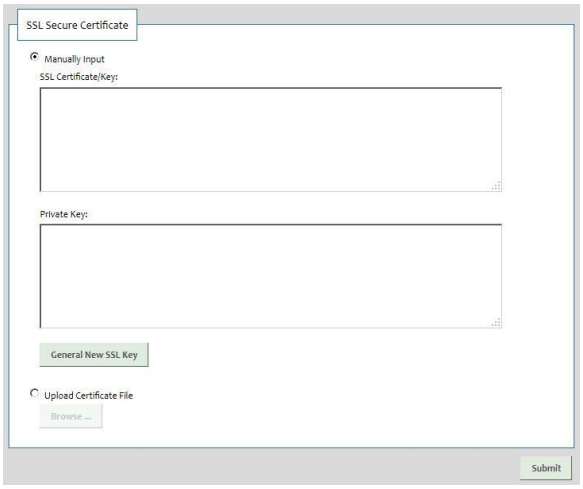
Advanced

The Advanced window allows the administrator to make changes to an admin password, upgrade the firmware, change certification, how to backup and restore the entire system, and how to setup the hard disk drive.

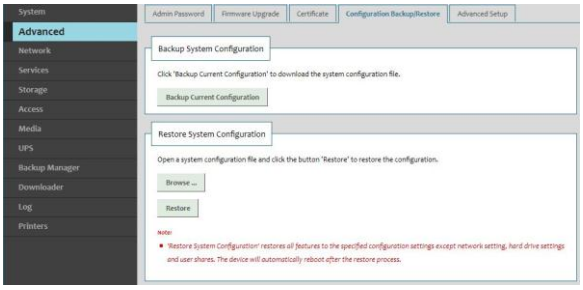
Admin Password



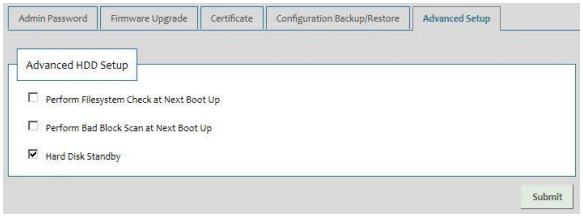
Firmware Upgrade



Certificate



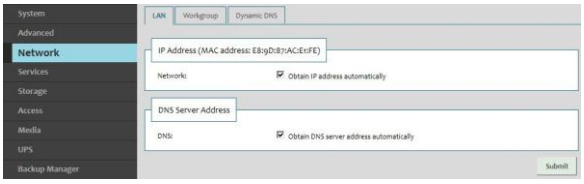
Configuration Backup/Restore



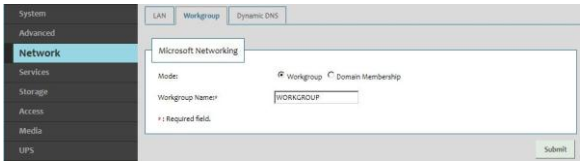
Advanced HDD Setup

Network

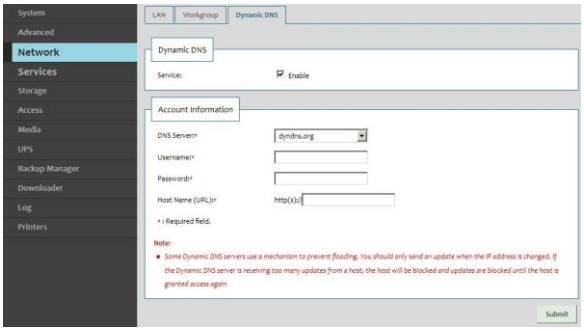
The Network window allows the administrator to configure the Local Area Network (LAN), the Microsoft Networking Workgroup, and the Dynamic Domain Name System (DNS).



LAN



Workgroup: Microsoft Networking



Dynamic DNS

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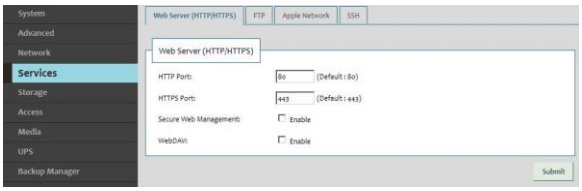
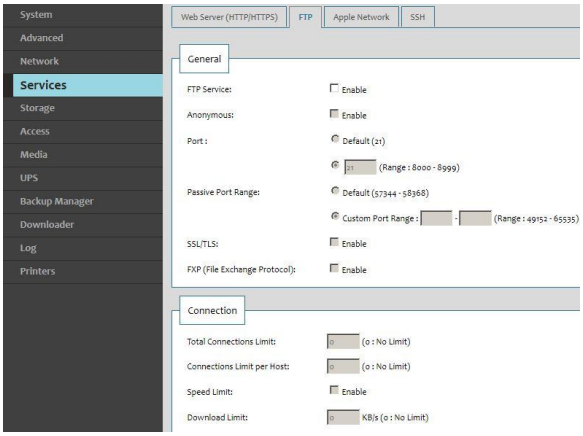
Services

The Services window allows the administrator to configure the Web Server, FTP, Apple Network, and SSH.

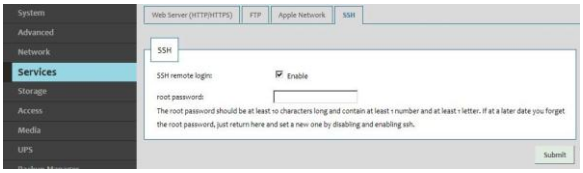


Web Server (HTTP/HTTPS)

Apple Network



FTP



SSH

Storage

The Storage window allows the administrator to configure the disk, volumes, shares, USB Disk, and Quota.

Disk

USB Disk

Volume

Quota

Shares

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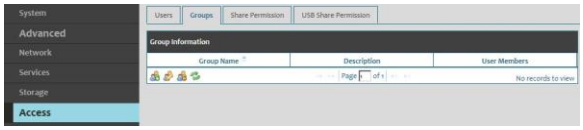
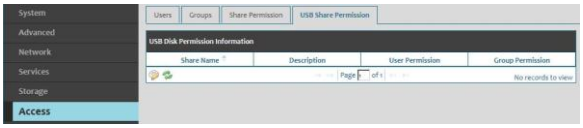
Access

The Access window allows the administrator to configure the user, groups, and shares.

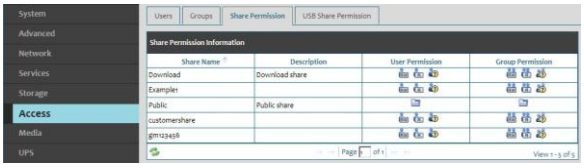
Users



Groups



USB Share Permission

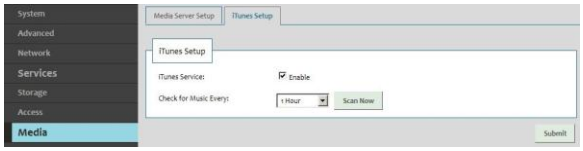


Share Permission

Media

The Media window allows the administrator to configure media server and iTunes service.

Media Server Setup



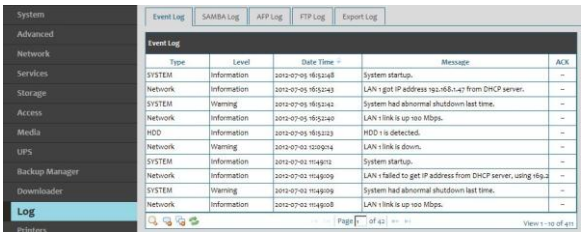
iTunes Setup

Log

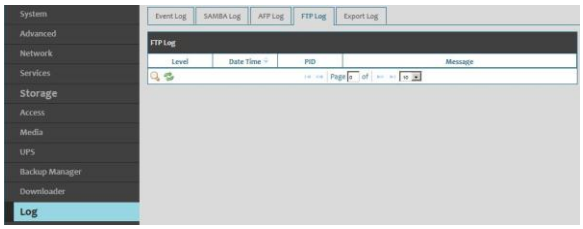
The Log window allows the administrator to view the logs based on event, SAMBA, AFP, FTP, and export.

The following logs will display the **Type, Level, Date Time,** and **Message**.

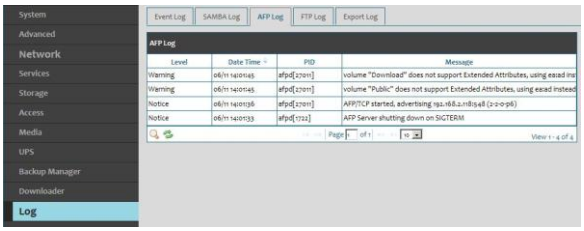
There are several options to delete all log data prior to the past 7 days; refresh; and filter the logs.



Event Log



FTP Log



AFP Log

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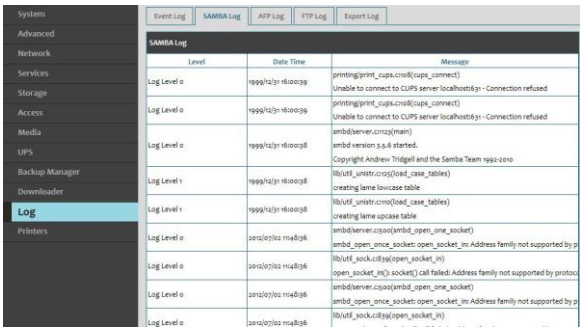
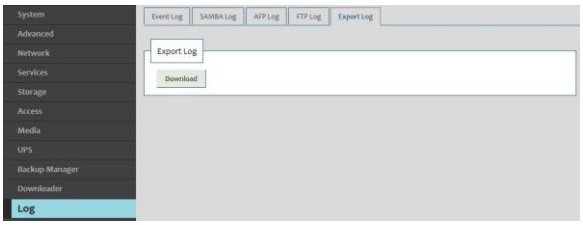


SAMBA Log

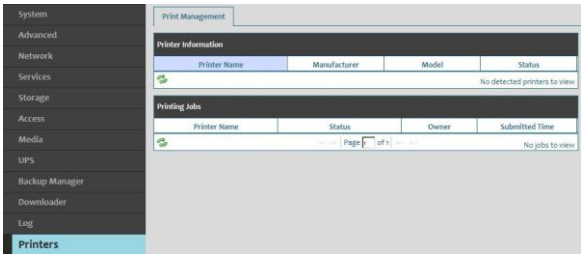


Export Log

Printers

The Printers window allows you to view the printers and manage the routed print jobs connected to the Canvio® Personal Cloud.

- **Printer Information**: Printer Name, Manufacturer, Model, Status
- **Printing Jobs**: Printer Name, Status, Owner, Submitted Time



To Exit from Advanced Settings

Click **Logout** to exit the Advanced window.

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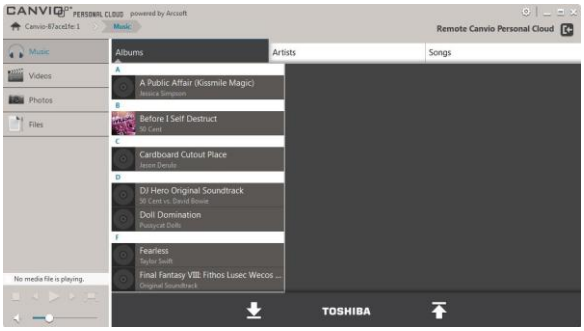
Remote Access Features

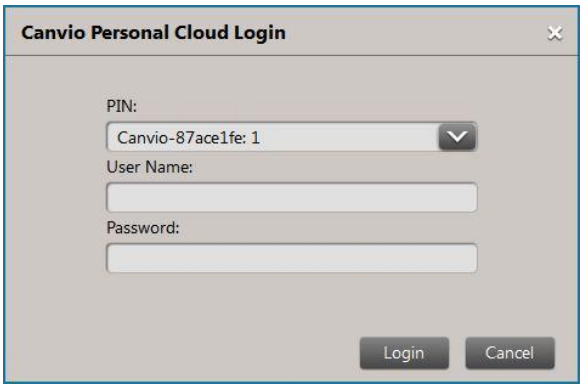
The remote access feature allows a user to access any digital media or files shared on the Canvio® Personal Cloud through a smartphone, tablet, or PC from anywhere and at anytime if internet access is available.



Note It is important that the **ENABLE REMOTE ACCESS** switch is moved to the ON position. (Refer to To View the Canvio® Personal Cloud Information).

A security feature has been designed into the device to encrypt all information to protect your information when it is sent over the network.

Each time a person who is on the user list accesses the device online, the PIN**,** the **USERNAME** and the **PASSWORD** are required and verified.



Mobile Device Access

It is important that you have a network connection and internet access before connecting to the Canvio® Personal Cloud with your mobile device(s):

- smartphones
- tablets

Smart TV

It is important that the Smart TV has a network connection on the same network as the Canvio® Personal Cloud and must support DLNA. The Smart TV can stream music, videos, and games which are found on the Canvio® Personal Cloud.

To view videos and photos, and listen to music:

1. Use the arrow keys on your TV's remote control, and select **Menu.**
2. Select **Media Player**.
3. Select the **Canvio® Personal Cloud**.
4. Select the **Video** Folder.
5. Select **Public.**
6. Select **Movies.**
7. Select the movie or video to play.

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Android™ or iOS Smartphone or Tablet

The device will work with any Android™ smartphone or tablet with Android™ OS 2.0 or later, and any iPhone, iPod touch, or iPad running iOS 4.0 or later.

1. To download the Canvio® Personal Cloud App onto your mobile device, go online to the Android Market™ or the Apple App Store™.
2. Search for Canvio® Link.
3. Once the Canvio® Personal Cloud App is downloaded and installed according to the standard procedure for your device, select the pp to launch the Remote Access feature.
4. To log into the device, the Canvio® Link will ask for the username, password, and PIN (Refer To View the Canvio® Personal Cloud Information.).
5. Once you have logged online into the Canvio® Personal Cloud, select the name of the digital media or files from the list.
6. If you select MUSIC or VIDEO, it will automatically play on your portable media player (PMP) or your digital audio player (DAP).

Note Your smartphone or tablet must support the filetype, which you want to access.

If you are viewing a file that is not download or streaming compatible with the device, a message will appear stating that the “Media or File cannot be downloaded or Not available for streaming”**.**

To uninstall

To uninstall the app, follow the instructions for your device.

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Service and Support

http://www.toshibastorage.com/personalcloud

Customer Support Center

Toshiba's customer support center is available 24 hours a day and seven (7) days a week.

Please have your serial number ready.

The serial number (S/N) is located on the bottom of the Canvio® Personal Cloud.

Calling within the United States: (888) 592-0944

Calling from outside the United States: (949) 583-3305

Contact

Toshiba America Information Systems, Inc.
9740 Irvine Boulevard
Irvine, CA 92618
(949) 583-3000

Specifications

Physical Dimensions

Height = 160mm = 6.3"

Length = 191mm = 7.5"

Width (foot) = 79mm = 3.1"

Width (body) = 55mm = 2.2"

Capacity

Varies according to model: 2 or 3TB. The capacity refers to the raw capacity of the disk drive in the system. The system software and files system overhead uses some of this capacity.

Software

1.0.1.0

Ethernet

10/100/1000Base-T

Languages

Default: English

Chinese (Simplified and Traditional), Czech, Danish, Dutch, English, Finnish, French (Canada), French (France), German, Greek, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Russian, Spanish (Latin America), Spanish (Spain), Swedish, Thai, Turkish

Smartphones

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Android™ OS

Apple iPhone® 3GS, 4, 5

Dell Streak 5

Motorola™ DROID™, Droid™ X

Samsung® Galaxy AX

And others

Tablets

Apple iPad® 1, 2

Samsung Galaxy Tab Android™ 3.1

Toshiba THRiVE™ Android™ 3.1

And others

Other Music Devices

Apple iPod touch®

File Systems

USB Hard Drive (not included) – NTFS and FAT32

Networking

TCP/IP (IPv4), Gigabit LAN with Jumbo Frame, DHCP Client

Protocols

CIFS, AFP (3.2), NFS (v3), HTTP, HTTPS. Network Service Discovery (UPnP and Bonjour), Wake-on-LAN support

File Server

Protocols

CIFS, AFP (3.2), NFS, HTT, HTTPS

Media Server

Apple® iTunes®

System Status

To Reset the Canvio® Personal Cloud

The Reset button is located on the back of the device. Refer to the Back of the Canvio® Personal Cloud.

To reset the device name and administrator password on Canvio® Personal Cloud, use a ballpoint pen or other small-tipped element to depress and hold the reset button for at least two (2) seconds.

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To Erase Data

If your Canvio® Personal Cloud contains sensitive data, you should be aware that standard deletion procedures do not remove the data from the media.

These standard deletion procedures include:

- Selecting Delete for a target file
- Putting files in and emptying the Recycle Bin
- Reformatting the media
- Reinstalling the Canvio® Personal Cloud Installation Software

The procedures above delete only the initial part of the data used for file management. This makes the file invisible to the operating system, but the data can still be read by specialized utilities.

If you dispose of the Canvio® Personal Cloud, first delete all the data on it by using one of the methods listed below to prevent unauthorized use of such data:

- Physically destroy the Canvio® Personal Cloud
- Use a proven specialized utility to overwrite all the data
- Take the Canvio® Personal Cloud to a professional deletion service

Toshiba will not be responsible for the deletion of the data on your device.

Solutions to Common Issues

Canvio® Personal Cloud Cannot be Found on Your Network.

Verify the following:

1. The ethernet cable is connected into the Canvio® Personal Cloud's ethernet port and to the network router or switch.
2. The network router is connected to a power outlet
3. The PC and the Canvio® Personal Cloud are on the same network subnet
4. The network router or switch must be set up to provide IP addresses automatically (DHCP server).
5. The PC meets the requirements to install the Canvio® Personal Cloud Installation software.

Network Router or Switch Failed

1. Verify that the router or switch cables are connected correctly.
2. Verify that the power supply is plugged into a power outlet and to the router or switch.
3. Reboot the Canvio® Personal Cloud and the router/switch.

LED lights are not lit

Verify that the power supply is plugged into a power outlet and to the Canvio® Personal Cloud.

Amber LED Light is On

The Canvio® Personal Cloud has less than 10% capacity remaining for any additional digital media and files.

Please contact Toshiba at www.toshiba.com to purchase an additional Canvio® Personal Cloud to add more storage space.

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Forgot Username and/or Password

To reset a username and password, modify a username and password through the MANAGE USERS window. (Refer To Change a User's Password and Grant the User Administrator Rights.)

To reset an administrator's username ("admin") and password ("admin"), hold down the reset button for 2 seconds. (Refer to the Back View.)

Unsupported Version of Android™ OS

A message will appear if your device is not a compatible to find the Canvio® Personal Cloud.

Cannot Open and Launch Music, Video, Photo or File

1. Reboot your PC, tablet, or smartphone.
2. Verify that the Canvio® Personal Cloud Software has been installed.
3. Log back into the Canvio® Home application.
4. Select the music, video, photo or files icon to open and launch the digital media or files.

Issue is Not Listed Here

If any issue continues or if you cannot find the issue mentioned in the User's Manual, please check the Frequently Asked Questions on the Toshiba web site, or contact Toshiba's customer support center.

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About Toshiba

Toshiba is a world leader and innovator in pioneering high technology, a diversified manufacturer and marketer of advanced electronic and electrical products spanning digital consumer products; electronic devices and components; power systems; industrial and social infrastructure systems; and home appliances. Toshiba was founded in 1875, and today operates a global network of more than 490 companies, with 203,000 employees worldwide and annual sales of $77B (6.4 trillion yen).

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